

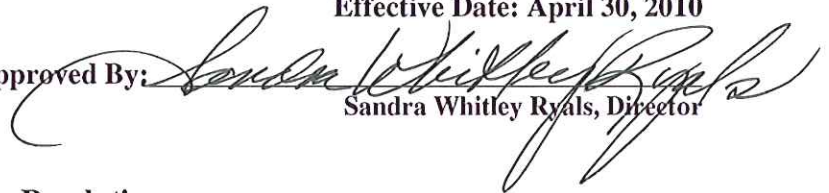
# Department of Health Professions

DIRECTOR'S POLICY # 76-4.6

## Agency Case Resolution Standards

Effective Date: April 30, 2010

Approved By:

  
Sandra Whitley Ryals, Director

### 4.6 Agency Standards for Case Resolution

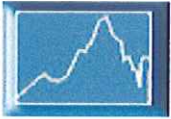
**Purpose:** To establish guidelines for the resolution of disciplinary cases to ensure that cases are handled expeditiously; evaluate the timeliness of case resolution; establish a mechanism to report on agency performance; facilitate the examination of case processing procedures; and plan for resources necessary to process cases.

**Policy:** The timely investigation and adjudication of cases is essential to ensuring that health care services are safe for patients and clients and is an essential element of the fair treatment of licensees who are the subject of reports and complaints of misconduct. This directive sets standards upon which the agency will rely in assessing individual, unit and organizational performance. *Nothing in this directive shall be relied upon to justify either compromising the quality or thoroughness of any aspect of the case handling process or limiting any procedural or due process requirements otherwise required by law.*

### **Applicability:**

In October of 2006, the Department was assigned the goal of closing 90% of patient care cases within 250\* days. This became one of three DHP Key Performance Measures reported to Virginia Performs each quarter.

Three Key Performance Measures stand as DHP Agency Standards for Case Resolution. They replace both those from 2002 and the single 250-day Key Performance Measure from 2006. Research into better measurement methods was conducted, and in June of 2008, the single 250-day Key Performance Measure was replaced with three measures: (1) Clearance Rate (cases received vs. cases closed), (2) the Age of Pending Caseload over 250 days, and (3) Time to Disposition (a modified 250-day measure that drops the oldest cases from the analysis by using data only from the immediately preceding eight quarters). The moving eight quarter window enables trend analysis and gauges the effects of the more recent improvement efforts. The three measures taken together provide a balanced approach. Time to Disposition more accurately reflects performance subsequent to Virginia Performs. Assessment of the impact of old cases can be addressed through Age of Pending Caseload, and the threat of backlog can be avoided if the Clearance Rate approximates 100%.



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Because units within the Department: Enforcement, APD and the Boards have respective roles case processing and because their performance affects the agency's overall results, the following internal goals were created to address the Time to Disposition as follows.

- Intake & Investigation = 100 days
- Probable Cause = 120 days
- Administrative Proceedings Division = 30 days

Total = 250 days

Respective Employee Work Profiles (EWPs) for staff members with disciplinary case responsibilities should reflect these timelines as appropriate.

\* Note: 250-day timeframe refers to 250 business days (i.e., 365 calendar days).